

regardless of origin or location, of any written, typed, printed, transcribed, taped, recorded, filmed, punched, computer-stored, or graphic matter of every type and description, however and by whomever prepared, produced, disseminated, or made, including but not limited to any advertisement, book, pamphlet, periodical, contract, correspondence, facsimile, e-mail, file, invoice, memorandum, note, telegram, report, record, handwritten note, working paper, routing slip, chart, graph, photograph, paper, index, map, tabulation, manual, guide, outline, script, abstract, history, calendar, diary, agenda, minute, marketing plan, research paper, preliminary drafts, or versions of all of the above, and computer material (print-outs, cards, magnetic or electronic tapes, disks and such codes or instructions as will transform such computer materials into easily understandable form).

"BOI" shall mean Business Options, Inc., any affiliate, d/b/a, parent companies, any wholly or partially owned subsidiary, or other affiliated companies or businesses, and all directors, officers, employees, or agents, including consultants and any other persons working for or on behalf of the foregoing at any time during the period covered by this letter.

"Preferred carrier" shall mean the provider of telephone exchange service or telephone toll service selected by the telephone subscriber.

"BOI telemarketers" shall include telemarketers who work directly at BOI's facilities and those who work for non-affiliated companies as agents of BOI.

Documents and Information to be Provided

1. Describe BOI's corporate structure, including a description of each subsidiary or affiliate identified. Also provide a list of the officers and directors of each affiliated entity. Provide all relevant documents.
2. Provide evidence that BOI has complied with the registration requirements pursuant to 47 C.F.R. § 64.1195.
3. During the period from April 1, 2002 to the present, has BOI or any of its subsidiaries, affiliates, or any other entity acting under BOI's control or as its agent, submitted or executed an order to change the preferred carrier as specified in the complaints in Attachment A? If so:
 - a. Specify the nature of the BOI service(s) provided, e.g., local exchange, intraLATA/intrastate toll, interLATA/interstate toll, interstate toll, international, and provide the precise date (month/day/year) that BOI became the preferred carrier for each complainant telephone number.
 - b. For each affirmative response to Paragraph 3 above, state who authorized the change in service and the manner in which the authorization was made and provide all documents and information relating to the authorization.
 - c. For each affirmative response to Paragraph 3 above, describe in detail all steps taken to verify the consumer's request to change his or her preferred carrier. Include the name of the individual who verified the alleged authorization and the unique identifier provided; also describe the manner in which the verification was made (e.g., via a letter of agency, a third party verifier, or a toll-free number connected to a voice response unit). Also, for each complaint, include the name of the third party verifier who confirmed the

consumer's authorization, if applicable. Finally, for those customers on Attachment A that are under the headings "FCC Complaints" provide copies of all documents and information relating to the verification, including recordings that document the consumer's authorization.

- d. For each affirmative response to Paragraph 3 above, specify the precise date (month/day/year) that each complainant's service was changed back to his or her previous preferred telephone service provider. Provide all documents relevant to the change.
 - e. For each affirmative response to Paragraph 3 above, specify the precise date (month/day/year) that BOI closed the account for the complainant's telephone number. Provide all documents relevant to the closing of the account.
 - f. For each affirmative response to Paragraph 3 above, specify the exact amount of all BOI charges billed to the complainant account and the exact amount of any adjustments, credits, refunds or other type of financial reimbursement that were given to the complainant. If no adjustments or refunds were made, explain why BOI sustained the charges. Provide all documents relevant to the billing of charges and adjustments.
4. Provide copies of all telemarketing scripts that have been used by BOI telemarketers since April 1, 2002. Also provide any instructions to telemarketers with respect to their conversations with prospective customers. Provide all documents referring to these instructions.
 5. Describe BOI's telemarketing arrangements. Does BOI provide its own telemarketers or use third parties or agents? Provide contracts with third parties who provide telemarketing services on behalf of BOI. How many BOI telemarketers are engaged in soliciting business from the public? Provide an organizational chart of BOI's telemarketing operations and BOI's ratio of supervisors to telemarketing employees.
 6. Does BOI use any monitoring system to evaluate the performance of telemarketing employees in implementing the requirements of Section 258 of the Communications Act and the Commission's related rules, 47 C.F.R. §§ 64.1100-1140. Provide all documents outlining BOI's policies for complying with 47 C.F.R. §§ 64.1100-1140. What procedures do the monitors use? What is BOI's policy for dismissing employees who do not adhere to BOI's compliance policies? Provide all documents relevant to this policy and to any disciplinary action, including dismissal, under such policy.
 7. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees told the customer that they were representing the customer's telephone company and denied that they intended to change the customer's preferred carrier? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:

date
customer name
customer telephone number
content of the conversation.

8. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees told the customer that they were representing AT&T? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:

date
customer name
customer telephone number
content of the conversation.

9. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees told the customer to answer the third party verifier "yes" or the telemarketer would lose his or her job? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:

date
customer name
customer telephone number
content of the conversation.

10. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees changed the customer's preferred carrier without asking the customer whether he or she wanted to change their preferred carrier or without mentioning the name of Business Options? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:


date
customer name
customer telephone number
content of the conversation.

11. How many telemarketers have been dismissed for engaging in any of the practices mentioned in paragraphs 7-10? Provide any documents related to the disciplinary actions taken, and describe each instance in detail, including, but not limited to:

name, address and telephone number of the telemarketer
date of the occurrence
customer name and telephone number
nature of the practice.

12. Provide a list of all complaints received directly or from any state or federal agency, listed by agency, concerning the practices mentioned in paragraphs 7-10. Provide:

customer name
telephone number
date of each complaint.



BOI is directed to provide an affidavit or declaration pursuant to 47 C.F.R. § 1.16 and 28 U.S.C. § 1746, signed by an authorized officer of BOI, which states that all of the documents and information requested by this letter which are in BOI's possession, custody, control, or knowledge have been produced, and which certifies that the information produced is true and correct.

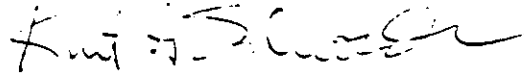
You should also be aware that the knowing and willful making of any false statement, or the concealment of any material fact, in reply to this letter of inquiry is punishable by fine or imprisonment under 18 U.S.C. § 1001.

Responses should be submitted on or before November 22, 2002 by overnight mail to the following address:

Peter G. Wolfe (3-A101)
Senior Attorney
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission
Rear 35 York Street
Gettysburg, Pennsylvania 17325

Thank you for your prompt cooperation and assistance in this matter. Contact Mr. Wolfe at (202) 418-2191 if you have any questions about this inquiry.

Sincerely,



Colleen K. Heitkamp
Chief, Telecommunications Consumers Division

CC: Kurt Schroeder
Deputy Chief, Telecommunications Consumers Division

Peter G. Wolfe

ATTACHMENT A

FCC Complaints

Barbara Beeson	02-S76279
Fred Michaelis	02-S77226
Jane Stack	02-76440

Complaints Filed with Maine Public Utilities Commission

Thelma Barrows	2 Bickford Drive Topsham, Maine 04086
Paul Brackett	189 North Avenue Skowhegan, Maine
Paula Brown	131 Cooper Road Alexander, Maine 04694
Barbara Chace	P.O. Box 507 Boothbay, Maine 04538
Roger Cloutier	RR 2 Box 1262 Kennebec, Maine 04349
Laura Crowley	8 Valley View Sabattus, Maine
Alice Gallant	6 Penfield Drive Kennebunk, Maine
Kathleen Gowen	71 Mast Road Cumberland, Maine 04092
Donald A. Guptil	387 Diamond Hill Road Berwick, Maine 03901
Harry Hallowell	6 Blueberry Drive Presque Isle, Maine 04769
Laurie Hart	10 Riverview Road Hampden, Maine 04444
Elizabeth Lachance	P.O. Box 844

Waterville, Maine 04903



Russell Manchester

P.O. Box 585
Whiting, Maine

Linda Murch

74 Nichols Street
Androscoggin, Maine 04240

Priscilla Ray

P.O. Box 4
Carmel, Maine 04419

Francis Roderick

74 Fellow Street
South Portland, Maine 04103

Carolyn Scott

1614 Counry Road
Milford, Maine 04461

Sarah J. Terrill

15 Pinehurst Street
Augusta, Maine 04330

Beatrice Violette

120 South Street
Dover-Foxcroft, Maine

Virgil Voter

P.O. Box 53
Peru, Maine 04290

Leroy Woodman

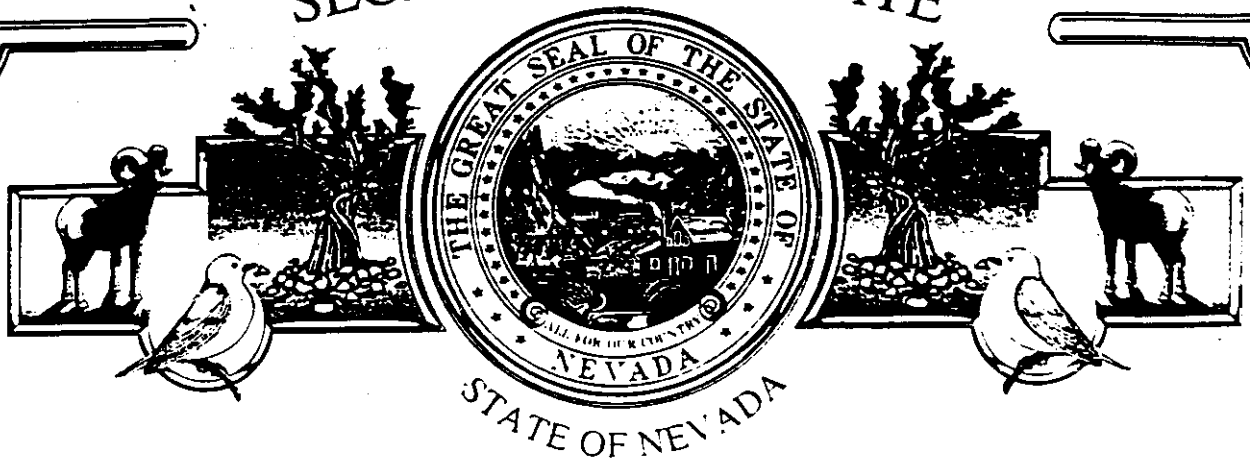
326 Holley Road
Farmington, Maine

C

ATTACHMENT C

Nevada Certificate of Good Standing for Buzz Telecom Corporation

SECRETARY OF STATE



CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, DEAN HELLER, the duly elected and qualified Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, non-profit corporations, corporation soles, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, **BUZZ TELECOM CORPORATION**, as a corporation duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since June 18, 2002, and is in good standing in this state.

IN WITNESS WHEREOF, I have hereunto set my hand
and affixed the Great Seal of State, at my office, in
Carson City, Nevada, on February 13, 2003

A handwritten signature in cursive script, appearing to read "Dean Heller".

DEAN HELLER
Secretary of State

By

A handwritten signature in cursive script, appearing to read "Catherine Arnesen".

Certification Clerk

BUSOP 06244

D

ATTACHMENT D

Nevada Certificate of Good Standing for U.S. Bell

SECRETARY OF STATE



CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, DEAN HELLER, the duly elected and qualified Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, U.S. BELL, as a corporation duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since October 28, 1999, and is in good standing in this state.

IN WITNESS WHEREOF, I have hereunto set my hand
and affixed the Great Seal of State, at my office, in
Carson City, Nevada, on July 21, 2000.



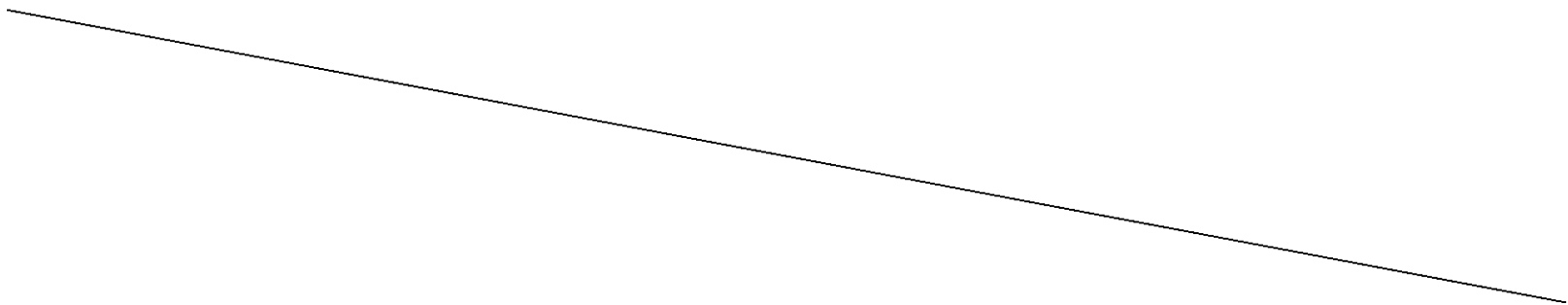
Dean Heller

Secretary of State

By

Acqueline Warr
Certification Clerk

BUSOP 03332



E

ATTACHMENT E

**2000 and 2002 U.S. Bell Applications to
Transact Business in South Carolina**

STATE OF SOUTH CAROLINA
SECRETARY OF STATE

APPLICATION FOR AN AMENDED CERTIFICATE
OF AUTHORITY BY A FOREIGN CORPORATION
TO TRANSACT BUSINESS IN SOUTH CAROLINA

TYPE OR PRINT CLEARLY WITH BLACK INK

Pursuant to Section 33-15-104 of the 1976 South Carolina Code of Laws, as amended, the undersigned corporation hereby applies for an amended certificate of authority to transact business in the State of South Carolina and for that purpose submits the following statement:

1. The name of the corporation is U. S. BELL
- 1a. The above named corporation received a Certificate of Authority to transact business in South Carolina on July 27, 2000.
2. This application is filed for the following reason (complete all applicable items):
 - ☒ a. The corporation has changed its corporate name as follows LINK TECHNOLOGIES, Corp.
 - ☐ b. The corporation has changed its duration to _____
 - ☐ c. The corporation has changed the state or country of its incorporation to _____
3. The name of the corporation for the purpose of transacting business in South Carolina is (See Sections 33-4-101 and 33-15-106) and see Section 33-19-500(b)(1) if the corporation is a professional corporation LINK TECHNOLOGIES, Corp.
4. It is incorporated as (check applicable item) ☒ a general business corporation, [] a professional corporation under the laws of the state of _____
5. The date of its incorporation is 10/28/95 and the period of its duration is Perpetual
6. The address of the principal office of the corporation in the jurisdiction of its incorporation is 318 N CARSON in the city of CARSON City, NV
Street Address
and the state of NEVADA
Zip Code
7. The address of the registered office in the state of South Carolina is III EXECUTIVE CENTER
Street Address
in the city of HILTON HEAD, South Carolina - 29938
Zip Code
8. The name of the registered agent in this state at such address is FRANCIS H. CARRAUGH, ESQUIRE
9. The name and usual business address of the corporation's directors (if the corporation has no directors, then the name and address of those persons who are exercising the statutory authority of directors on behalf of the corporation) and principal officers:

BUSOP 03337

a) Name of Directors

KEANAN KINTZEL
KURTIS KINTZEL

Business Address

8380 LOUISIANA ST. MERR, IN 46410
SAME

b) Name and Office of
Principal Officers

PRES KEANAN KINTZEL
SEC WILLIAM BRZYCKI
TREAS KURTIS KINTZEL

Business Address

8380 LOUISIANA ST., MERR., IN 46410
SAME
SAME

10. The aggregate number of shares which the corporation has authority to issue, itemized by classes and series, if any, within a class:

Class of Shares (and Series, if any)

COMMON

Authorized No. of Each Class (and Series)

10,000

11. Unless a delayed date is specified, this application shall be effective when accepted for filing by the Secretary of State (See Section 33-1-230): _____

Date FEB 14, 2002

LINK TECHNOLOGIES, CORP.
Name of Corporation

WMB
Signature of Officer

WILLIAM BRZYCKI
Type or Print Name and Office

NOTED TO BE A TRUE AND CORRECT COPY
AS TAKEN FROM AND COMPARED WITH THE
ORIGINAL ON FILE IN THIS OFFICE

JUL 27, 2000

[Signature]
SECRETARY OF STATE OF SOUTH CAROLINA

STATE OF SOUTH CAROLINA
SECRETARY OF STATE

APPLICATION BY A FOREIGN CORPORATION
FOR A CERTIFICATE OF AUTHORITY
TO TRANSACT BUSINESS
IN THE STATE OF SOUTH CAROLINA

Jim Miles SECRETARY OF STATE												4	
FILED													
JUL 27 2000													
AM	7	8	9	10	11	12	1	2	3	4	5	6	PM

TYPE OR PRINT CLEARLY IN BLACK INK

Pursuant to Section 33-15-103 of the 1976 South Carolina Code of Laws, as amended, the undersigned corporation hereby applies for authority to transact business in the State of South Carolina, and for that purpose, hereby submits the following statement:

- The name of the corporation is (see Sections 33-4-101 and 33-15-106 and Section 33-19-500(b)(1) if the corporation is a professional corporation) U.S. BELL, INC.
- It is incorporated as (check applicable item) [☒] a general business corporation, [☐] a professional corporation, under the laws of the state of NEVADA
- Date of incorporation is OCT. 28, 1999 and the period of its duration is PERPETUAL
- The address of the principal office of the corporation is 8380 LOUISIANA ST.
Street Address
in the city of MERRILLVILLE and the state of INDIANA 46410
Zip Code
- The address of the proposed registered office in the state of South Carolina is
111 EXECUTIVE CENTER in the city of HILTON HEAD in South
Street Address
Carolina 29938
Zip Code
- The name of the proposed registered agent in this state at such address is
FRANCIS H. CLABAUGH, ESQUIRE
Print Name

I hereby consent to the appointment as registered agent of the corporation.

Signature of the Registered Agent

- The name and usual business address of the corporation's directors (if the corporation has no directors, then the name and address of the persons who are exercising the statutory authority of the directors on behalf of the corporation) and principal officers:

a) Name of Directors

Business Address

KEANAN KINTZEL

8380 LOUISIANA ST., MERRILLVILLE, IN 46410

b) Name and Office
of Principal Officers

Business Address

PRES. KEANAN KINTZEL
TREAS./SEC GEORGE VASQUEZ

SAME AS ABOVE
" " "

U.S. Bell

NAME OF CORPORATION

8. The aggregate number of shares which the corporation has authority to issue, itemized by classes and series, if any, within a class:

Class of Shares (and Series, if any)

Authorized Number of Each Class (and Series)

None

25,000

9. Unless a delayed effective date is specified, the application shall be effective when accepted for filing by the Secretary of State (see Section 33-1-230):

Date 06-13-00

U.S. Bell

Name of Corporation

Signature

Type or Print Name and Office

Kearnon Kintzel - president

FILING INSTRUCTIONS

- Two copies of this form, the original and either a duplicate original or a conformed copy, must be filed.
- If the space in this form is insufficient, please attach additional sheets containing a reference to the appropriate paragraph in this form.
- Schedule of Fees (Payable at the time of filing this document):

Fee for filing Application	\$ 10.00
Filing Tax	100.00
Annual Report	25.00
(Payable to Secretary of State)	\$135.00

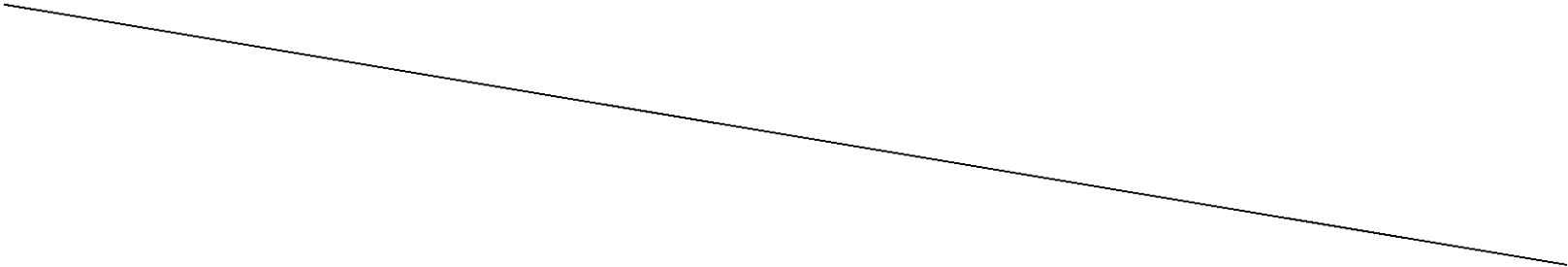
- This form must be accompanied by the initial annual report of corporations and an original certificate of existence no more than 30 days old from the official state or jurisdiction where the corporation is incorporated.
- If the applicant corporation's domestic name is unavailable in South Carolina, then, it must file a certified copy of the board of directors resolution approving the fictitious name along with this application pursuant to Section 33-15-106(a)(2). (Additional \$10.00 filing fee)
- If the applicant is a foreign professional corporation, then in addition to satisfying the name requirements in Sections 33-19-150 and 33-19-500(b)(1), the following information must be included in the application:

- A statement that the corporation's sole business purpose is to engage in a specified form of professional services (e.g. Law Firm).
- A statement that all of its shareholders, not less than one-half of its directors, and all of its officers other than its secretary or treasurer, if any, are licensed in one or more states to render a professional service described in the articles of incorporation.

Return to
 Secretary of State
 PO Box 11350
 Columbia, SC 29211

NOTE

THE FILING OF THIS DOCUMENT DOES NOT, IN AND OF ITSELF, PROVIDE AN EXCLUSIVE RIGHT TO USE THIS CORPORATE NAME ON OR IN CONNECTION WITH ANY PRODUCT OR SERVICE. USE OF A NAME AS A TRADEMARK OR SERVICE MARK WILL REQUIRE FURTHER CLEARANCE AND REGISTRATION AND BE AFFECTED BY PRIOR USE OF THE MARK. FOR MORE INFORMATION, CONTACT THE TRADEMARKS DIVISION OF THE SECRETARY OF STATE'S OFFICE AT (803) 734-2511.



F

ATTACHMENT F

**May 2002 Wholesale Services Agreement
Between Qwest and U.S. Bell, Inc.**

QWEST WHOLESALE SERVICES AGREEMENT

SIGNATURE PAGE

The undersigned Parties have read and agree to the terms and conditions set forth in the attached International Wholesale Services Agreement.

QWEST:

QWEST COMMUNICATIONS CORPORATION

By: *A.C. Martin*

Gordon Martin

Executive Vice President, Wholesale Markets

Date: 5/16/02

*Offer Management Director: *Thomas R. Schumbe*

Date: 5-20-02

*This Agreement shall not be binding upon Qwest until countersigned by the Offer Management Director and Executive Vice President, Wholesale Markets (or an authorized designee) for Qwest.

CUSTOMER:

US BELL, INC.,
A Nevada corporation

By: *Kurtis Kintzel*

Kurtis Kintzel

President

Date: May 16, 2002

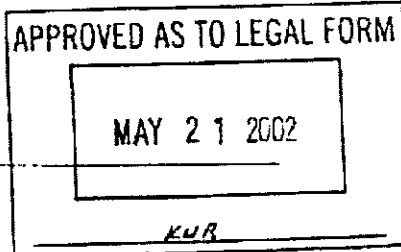
NOTICE INFORMATION:

All written notices required under the Agreement shall be sent to the following:

To Qwest: Qwest Communications Corporation
1801 California Street, Suite 4900
Denver, Colorado 80202
Facsimile #: (303) 295-6973
Attention: Legal Department

To Customer: US Bell, Inc.
8380 Louisiana Street
Merrillville, IN 46410
Phone #: (219) 756-5320
Facsimile #: (219) 756-0718
E-mail: wbrzycki@naci.com
Attention: William Brzycki

With copy to: Qwest Communications Corporation
1801 California Street, 33rd Floor
Denver, Colorado 80202
Phone #: (303) 992-1400
Facsimile #: (303) 308-5763
E-mail: wholesale.contracts@qwest.com
Attention: Wholesale Markets Contract Administration



APPLICABLE SERVICES:

Qwest agrees to offer and Customer agrees to purchase the Services indicated below:

Exhibit D	ReQwest Switchless Reseller Service
Exhibit I - U.S.	Out-of-Region (OOR) Dedicated Internet Access (DIA) Service - U.S.

The Qwest International Wholesale Services Agreement may be amended by the Parties from time to time in writing to include additional products and services. The attached Special Security and Payment Terms (Addendum 2) shall also apply.

G

ATTACHMENT G

**January 24, 2003, Buzz Telecom Statement of Business Operations
Before Arkansas Public Service Commission**

COPY

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF ARKANSAS**

**STATEMENT OF BUSINESS OPERATIONS
FOR CERTIFICATION TO OFFER INTRASTATE
INTEREXCHANGE TELECOMMUNICATION
SERVICES ("IXC")**

COMES NOW, Buzz Telecom, Corporation (hereinafter "Buzz Telecom" or "Applicant"), hereby submits this Application for a Certificate of Public Convenience and Necessity to provide intrastate interexchange telecommunications services in the State of Arkansas. Applicant is willing to comply with all applicable Commission rules and regulations. Applicant is a competitive reseller of long distance telecommunications services.

In support of its Application, Buzz Telecom states the following:

(A) Corporation name, address, telephone/fax numbers, e-mail address:

Buzz Telecom, Corporation
8380 Louisiana Street
Merrillville, Indiana 46410
(219) 756-5320
(219) 756-0718 Fax
regulatory@ebuzz.bz

Directors

Kurtis Kintzel, Chairman of the Board
8380 Louisiana Street
Merrillville, IN 46410

Keanan Kintzel, Treas., Secretary
8380 Louisiana Street
Merrillville, IN 46410

(B) Copies of the following documents are attached as Exhibit B:

Articles of Incorporation
Certificate of Authority
Certificate of Good Standing

BUSOP 04069

(C) General description of operations:

Applicant proposes to provide long distance telephone services (intrastate, interLATA, intrastate and intraLATA) to customers and small businesses in Arkansas. Applicant's services will be marketed via telemarketing and verified by a third-party verification company. Applicant intends to begin these services as soon as the Certificate of Authority and tariff are approved. The services to be provided are the following:

1 + Long Distance
800 Numbers (as available)

Calling Cards
Directory Assistance

(D) Buzz Telecom, Corporation is a switchless reseller providing long distance telephone service. The Company utilizes an underlying carrier to provide actual telephone service, which is purchased from the underlying carrier at wholesale cost.

Applicant does possess the computer and software capability to provide customer service to its' customers, accurately rate and bill calls. In addition, the company has the capability to provision, terminate service and provide specialized services to customers at their request.

Applicant is a telecommunications company with the technical expertise. Managerial expertise, and financial resources to provide the services it proposes.

(E) Copies of the following documents are attached as Exhibit E:

Balance Sheet
Profit and Loss

(F) Arkansas Telecommunications Tariff, with an Issued date of March 28, 2003 is attached as Exhibit F.

(G) Buzz Telecom will offer services through switched access.

(H) Designated company contacts:

Regulatory contact person

Lisa Green, Regulatory Expansion Officer
1443 E. 84th Place
Merrillville, IN 46410
(219) 791-9110
(219) 791-9170 Fax
lgreen@ebuzz.bz

BUSOP 04070